



Job Posting

Job Title: Community Resource Advisor (CRA)/Crisis Worker (CW)
Job Status: Permanent, Part-time, Non-exempt and Hourly

STATEMENT OF THE JOB

Provides information and referral services and crisis intervention services by phone and electronically to the public and community professionals 24 hours/day, 7 days/week.

ESSENTIAL FUNCTIONS

2-1-1 Services:

- Interviews clients and conducts a thorough assessment of their needs
- Identifies appropriate resources
- Supports the client in implementing the referral, and when appropriate, makes the linkage with other agencies for the client
- Advocates for the inquirer, when necessary, to assist in contacting and utilizing resources.
- Conducts follow-up to ensure that the inquirer's needs have been met
- Uses crisis management techniques in accordance with agency procedures
- Maintains complete and accurate documentation

Crisis Intervention Services:

- Provides support and consultation to shift team partners
- Provides and supports triage and routing functions on shift per the team's goals
- Provides complete, accurate documentation of client contacts
- Ensure that client rights and confidentiality are maintained
- Collaborates with other program staff to assure client access to emergency assistance
- Performs other duties and responsibilities as assigned by your direct supervisor
- Follow-up with imminent risk clients
- Conduct accurate assessments of suicide and other emergencies

General:

- Responsible for staying current with all ongoing training requirements for both services
- Assists with community outreach activities as assigned by the management team
- Actively involved with agency programs and events
- Supports operations during times of disaster as defined by agency policy
- Maintains up to date knowledge of agency processes and policies & procedures

QUALIFICATIONS AND EXPERIENCE

Bachelor's degree in human services field or equivalent preferred. Successful completion of Basic Crisis Intervention training and Crisis Management training is required (provided by Gryphon Place). Successful completion of the 2-1-1 Information and Referral Training required (provided by Gryphon Place).

KNOWLEDGE/SKILLS/ABILITIES

- Well-developed interpersonal skills
- Excellent computer skills

- Demonstrated diversity towards others
- Demonstrated crisis intervention skills
- Versed in substance abuse issues and mental health issues
- Clear and effective communication and accurate assessment of inquirer's needs
- Ability to function as a team member in an experiential learning setting
- Ability to effectively problem solve and resolve conflict
- Ability to work independently with minimal supervision
- Ability to maintain professional expectations
- Knowledgeable of program procedures and contact centers informational system
- Must have some availability on nights and/or weekends.

Persons are recruited, hired, assigned and promoted only on the basis of job-related criteria and without regard to age, color, familial status, gender, gender identification, marital status, national origin, non-job related disability, race, religion, sexual orientation, veterans' status. EOE.

Apply with cover letter and resume to:

Mail:
Attention: Lisa Harden
3245 S. 8th Street
Kalamazoo, MI 49009

Fax:
Attention: Lisa Harden
269-381-0935

Email:
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